



Control Number: 51704



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UTILITY: Taylor Telephone Coop. Inc. Quarter Ending: March 31, 2021

2021 APR -2 PM 12:59

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>January</u>	<u>February</u>	<u>March</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	95%	95%	95%
% Primary orders completed in 5 working days	95%	95%	95%	95%
% Installation commitments met	90%	95%	95%	95%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85% <3.3 sec.	100%	93.33%	100%
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85% <5.9 sec.	99.28%	99.24%	100%
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90% <5.9 sec.	98% 4.0sec	98% 4.0sec	98% 4.0sec
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.06	0.06	0.05
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	<22%	2%	2%	2%

Contact Name: Steve Singletary

Contact Telephone Number: (325) 846-4111

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF TAYLOR §

I, Steve Singletary, the attestator, sign my name to this instrument this 8th day of April, 2021, and being a duly authorized officer of Taylor Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

General Manager/CEO _____
Title

January 14, 2021 _____
Date